**Apply Safe Work Practices**

**Accidents Worksheet**

### You are working in a small chain store when a customer complains she has slipped on an unknown substance on the floor.

### She is not badly injured but she wants to report the injury just in case. The customer’s mother is “standing guard” near the spot and looks like a fairly scary sort of person and you would like to deal with this correctly and as soon as possible. Another customer has just wheeled her stroller through the substance because “the mother” did not warn her. Now the mess has become a bigger problem. In fact when you come to investigate you almost slip yourself. The store is really crowded. Out of the corner of your eye you see that the substance has come from a broken bottle on the shelves. It is bleach.

### What are your steps in dealing with this situation?

### Consider the injured customer, the substance, the broken bottle, yourself and the staff member who will clean this up. Answer in the space provided.

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| --- | --- |
| **Step What to do:** | |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |
| **6** |  |
| **7** |  |